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## TEST INFORMATION GUIDE

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the Site Security Officer job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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### I. WRITTEN INSTRUCTIONS

**(10 Questions)**

Employees in this job must be able to understand and follow written directions in order to effectively perform many of the assigned duties they are expected to perform during their shift (e.g., map interpretation; permit issuance; dissemination of park information; training materials; duty roster, etc.). Test question topics include:

- Training a new individual and keeping a time schedule;
- Using written instructions to reach a destination.

### II. GENERAL SAFETY

**(10 Questions)**

Employees in this job must ensure that buildings/conditions are safe and free of hazard. This requires the ability to recognize and react quickly to safety hazards and hazardous situations. Test question topics include:

- Identification of safety hazards;
- Safe operation of equipment;
- Safety precautions;
- Vehicular accident prevention;
- First Aid and CPR administration.

### III. PUBLIC RELATIONS

**(10 Questions)**

Employees in this job often come into contact with the general public. Site Security Officers must be able to successfully interact with the public to promote good public relations. Test question topics include:

- Handling complaints from the public;
- Techniques to promote effective public relations;
- Techniques used to successfully manage situations involving hostile persons.

#### **IV. SPELLING**

**(10 Questions)**

Employees in this job are required to document their work activities. They are also required to fill out reports. Correct spelling is required in these records and reports so that they may be easily read and understood. Test questions require one to identify incorrectly spelled words from groups of correctly spelled words.

#### **V. FORM COMPLETION**

**(10 Questions)**

Employees in this job are required to record the duties they perform and unusual incidents that occur on their shift on standardized report forms. This exam section tests your ability to provide updated information on report forms. Test question topics include:

- Form comprehension;
- Effective reporting.

#### **VI. MATHEMATICS**

**(10 Questions)**

Employees in this job must have a good command of basic math in order to perform various assigned technical duties. These duties include fee collection, making change and general bookkeeping. The questions in this section test your ability to perform basic math functions. Test question topics include:

- Application of basic math calculations (addition; subtraction; multiplication; division);
- Monetary calculations.